



1. What hospital, healthcare organizations and/or teams do you currently partner as an Adv

Org./Team

Sutter Modesto
Community Health Systems
center for endometriosis care
National MS Society
Alameda health system
Monmouth Medical Center-Southern Campus
University of Vermont Medical Center
Bronson Methodist Hospital
Southcoast Health System
Suburan Hospital
Advocate Children's Hospital FAC
Lucile Packard, Stanford
UW-Madison School of Nursing
Scarborough and Rouge Hospital
Johns Hopkins Children's Center
National IT PFAC Committee
Saskatchewan Health Authority
AAKP-American Association of Kidney Patients
NCC QIO QIN
Bellin Hospitals
Harbor UCLA Medical Center/Chairperson, PFAC
Los Angeles County Dept of Mental Health
Beaumont Health
CMS
UCLA Resnick Neuropsychiatric Hospital
Pediatric Patient and Family Advisory Council
Stanford Healthcare
Sutter Amador Hospital
siteman cancer center
Sutte Health (system)
Riley Hospital for Children
Hancock Regional Hospital

Michael Garron Hospital

Texas Childrens Hospital

2. Number of years as an Advisor:

less than 1 year

2

28

5

4

1

4

5

2

3

4

6

8

2

10

With another group and this one, a total of 2.5 years

1

5

6

8

5+

9 years

25.00

25

4

20

1

3

3

2

3

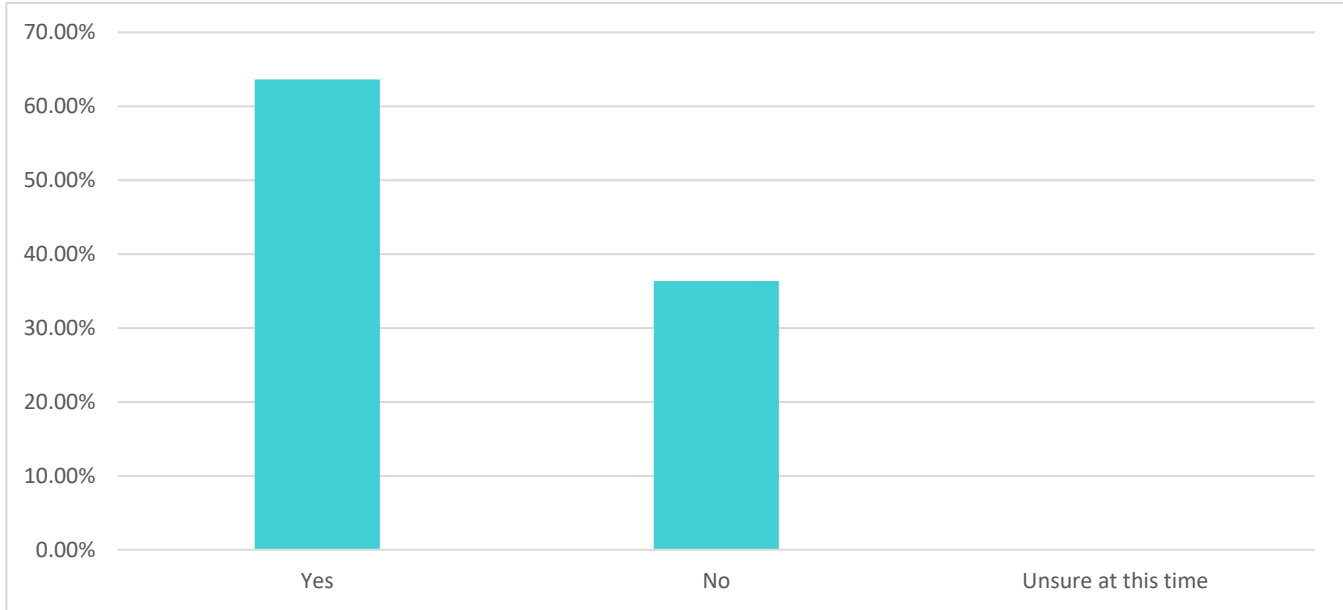
6.00

5

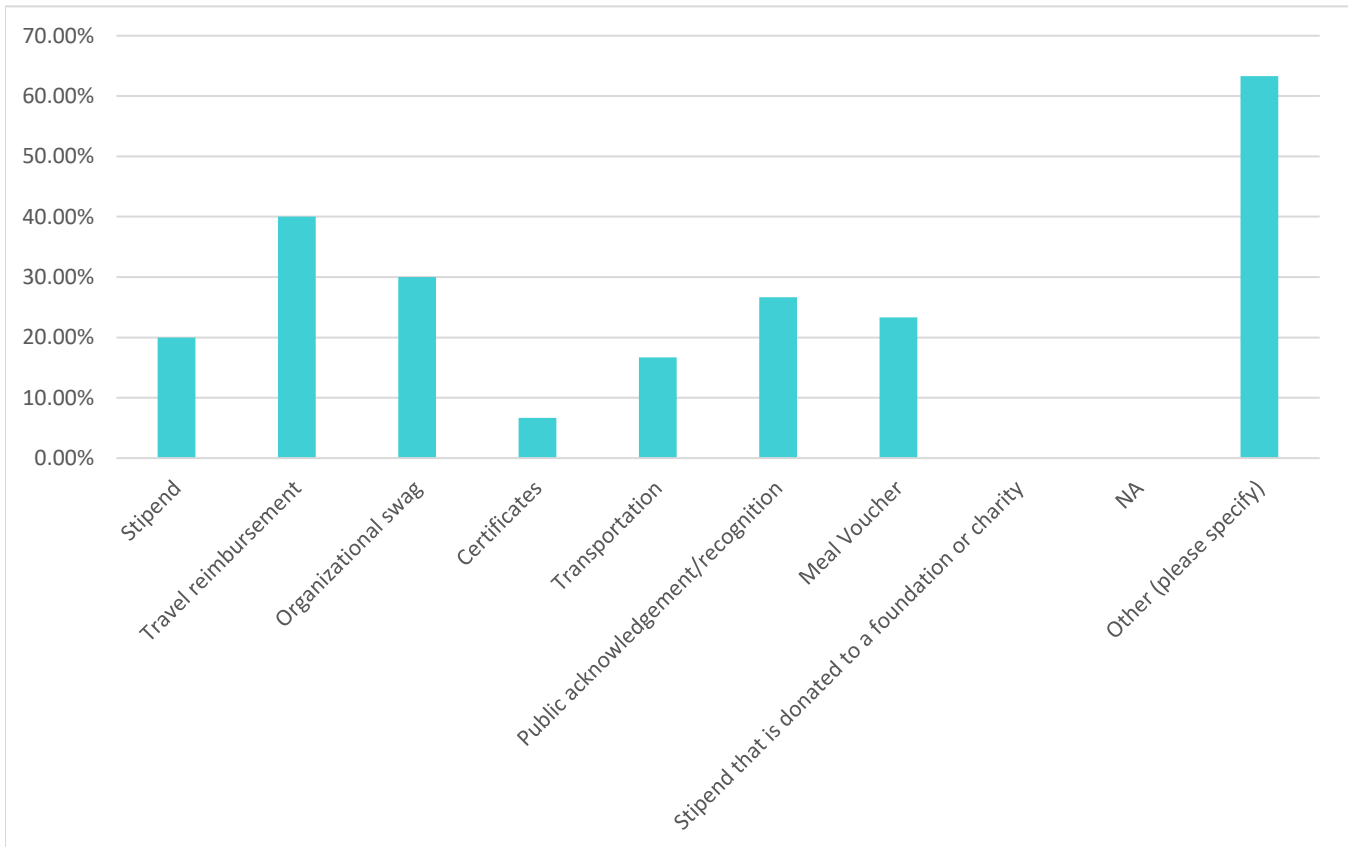
2

10

3. Do you receive compensation for your efforts as an Advisor partnering at your healthcare



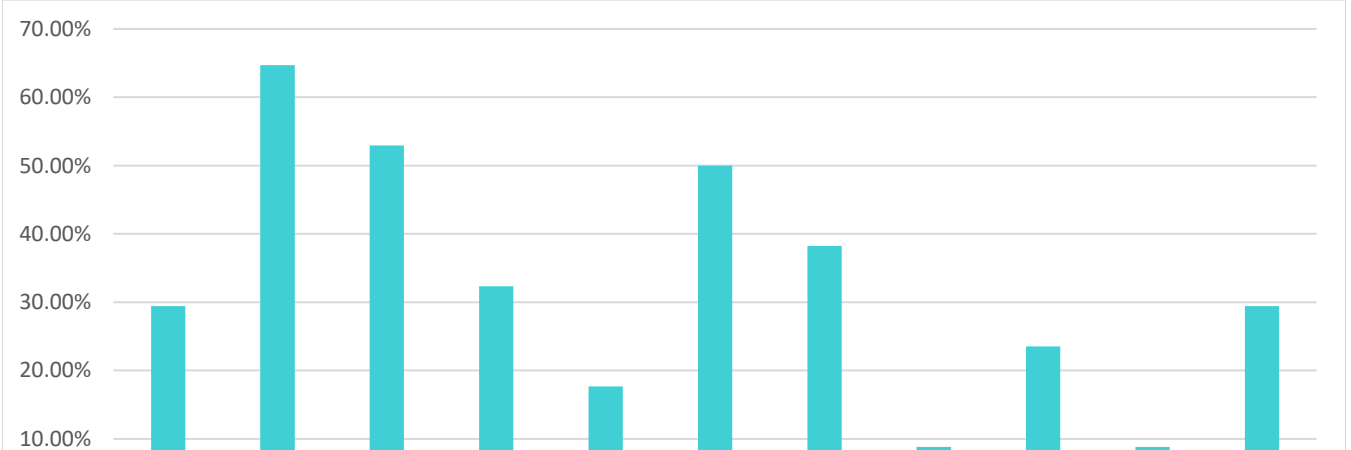
4. If yes, what kind of compensation do you receive? Check all that apply

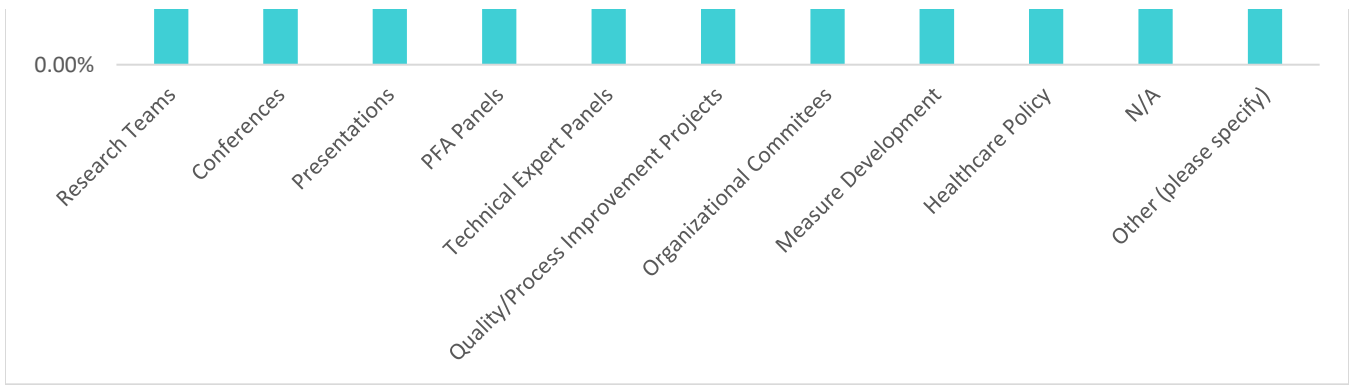


5. If no, does a lack of compensation impact your ability to participate in Advisory efforts?

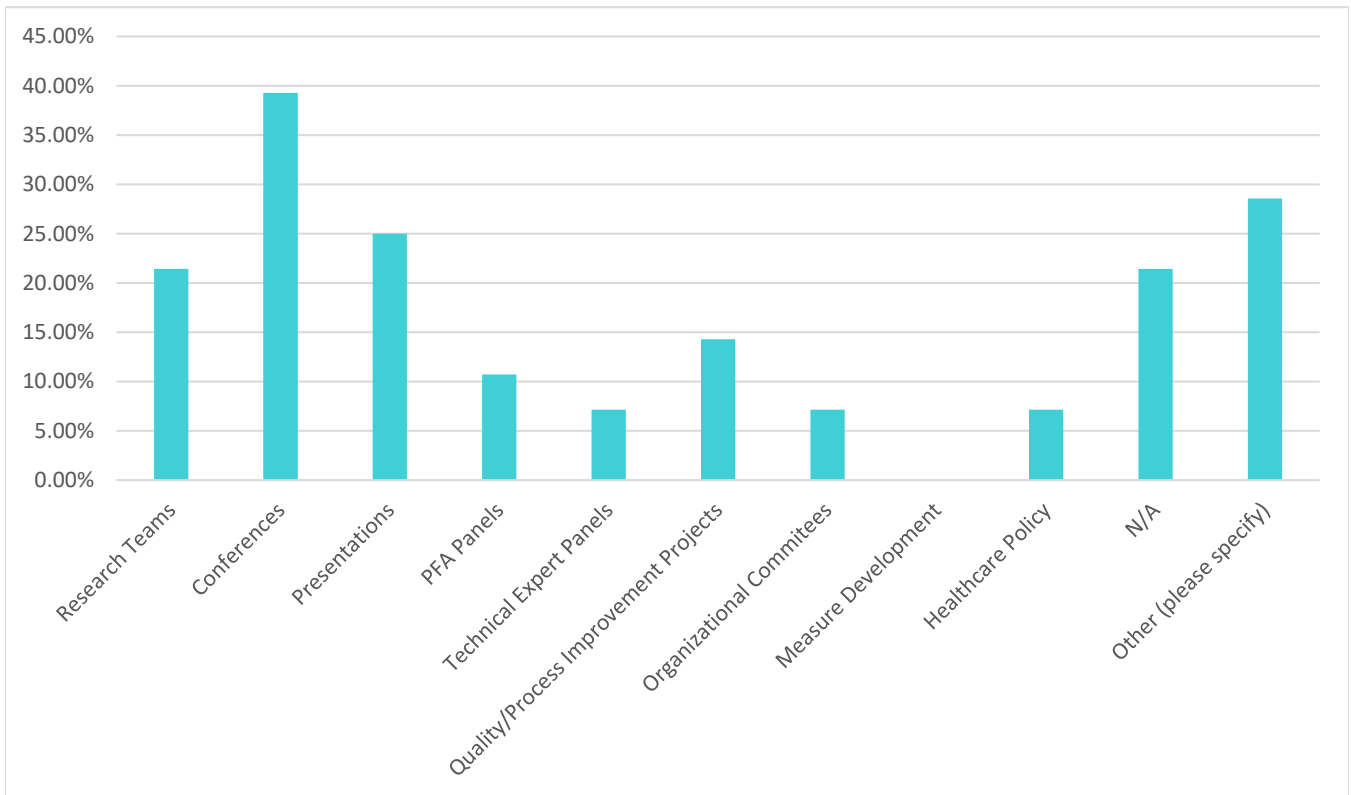
- no
- yes, i would do more events and meetings if they were covered
- Sometimes.
- NO
- No but I feel as though they should at least provide water and maybe a snack since the regular meeting is at dinner
- Yes
- No
- There is compensation
- Yes it does. It puts the financial burden on me to pay for my expenses representing someone else.
- Yes, may interfere with my part time job
- Very much so
- N/A
- Not now, but I'm fortunate enough to have time and resources to participate.
- Sometimes
- No
- NA
- No
- no
- No, not on this one
- I would volunteer more if we were compensated
- not in a position to negotiate other compensation at this point. That may change
- Not really, except for conferences
- No

6. Do you partner on any additional projects outside of your local healthcare organization's ,



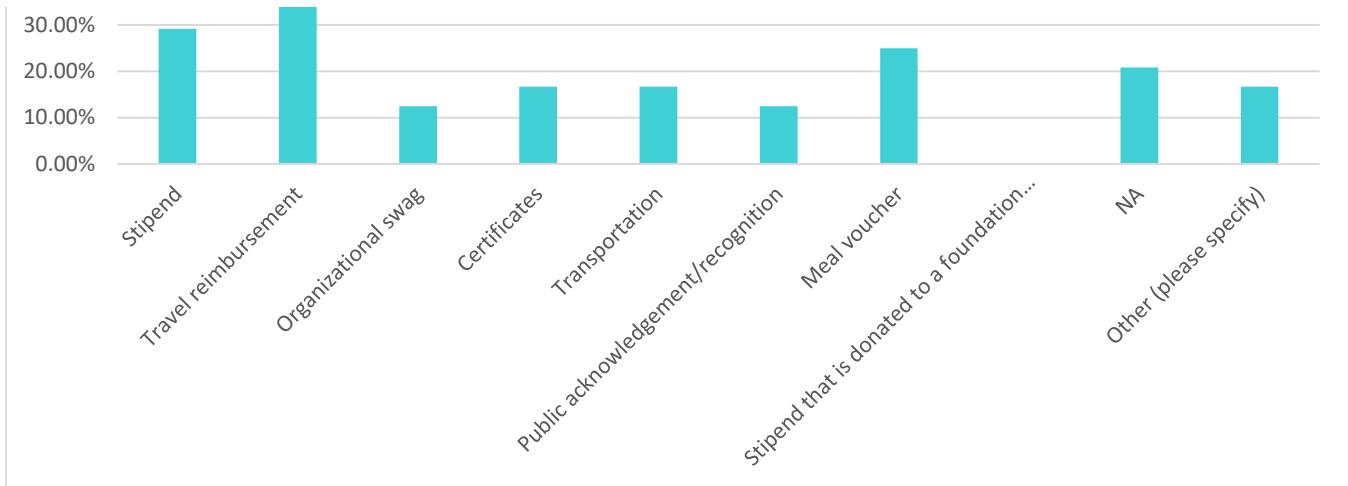


7. Do you receive compensation from any of the projects discussed in Question 6?

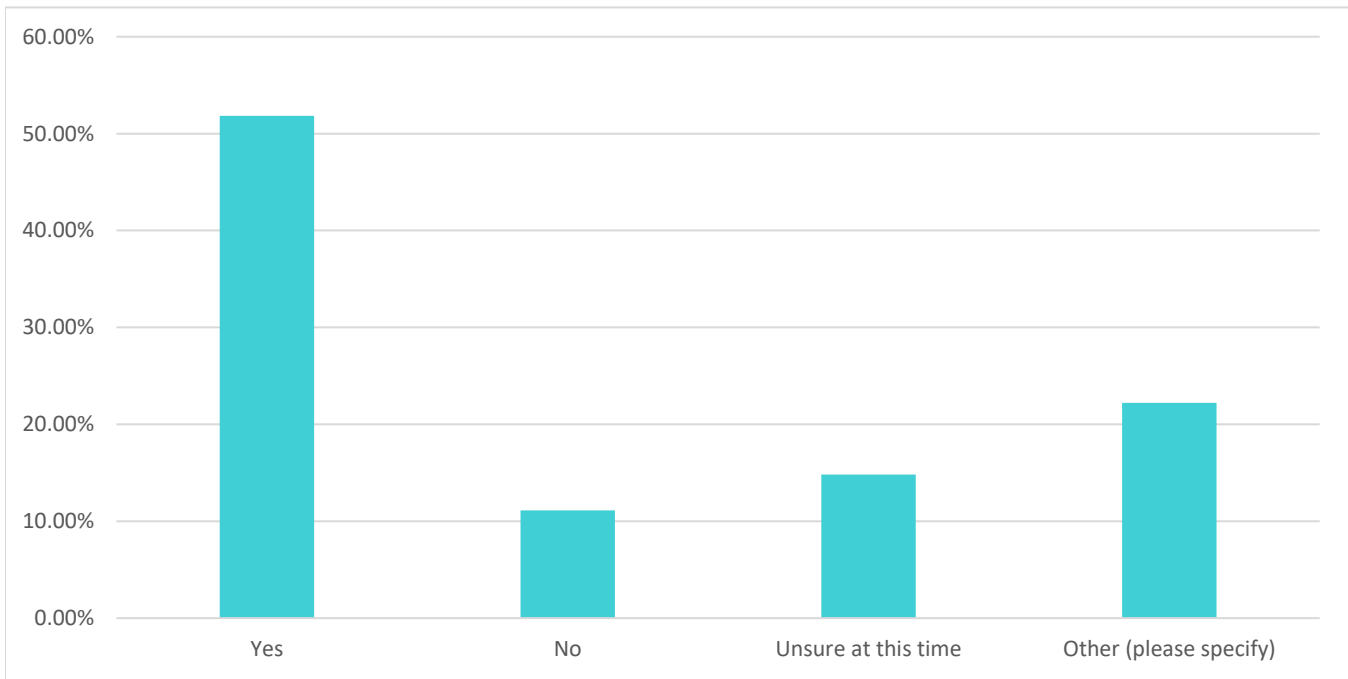


8. If yes, what kind of compensation do you receive? Check all that apply.

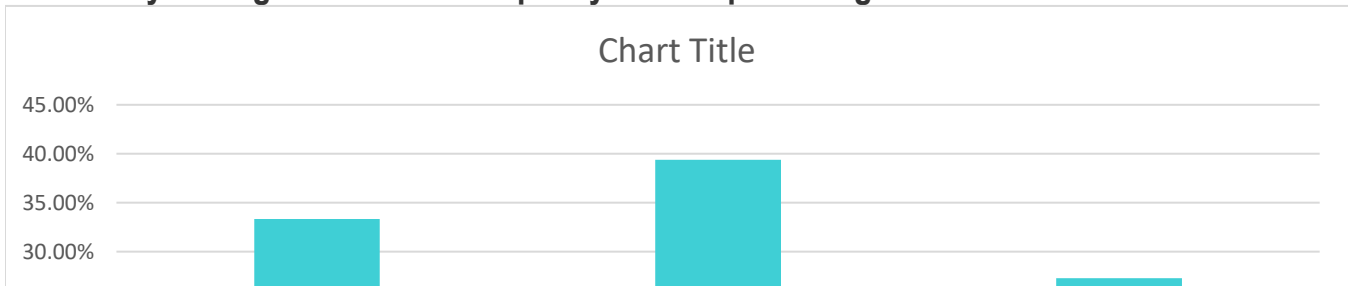


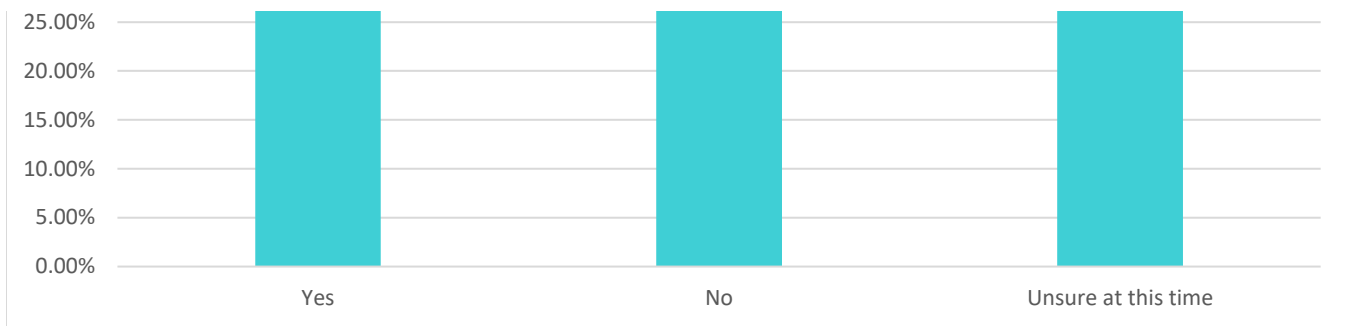


9. If no, would you want to be reimbursed for your efforts as an Advisor?



10. Does your organization have a policy for compensating Advisors or volunteers?





11. If yes, what is the process for Advisors to get compensation?

I don't know

snacks are available

There is a form provided at each PFAC meeting for a limited meal-card compensation for travel or child care expenses. Our parent advisors are given a stipend for family advisory council meetings that they attend. Parents who do additional work are given a stipend for that work as well.

no financial compensation, but meal vouchers always provided for meetings during meal times and certificates, certificates of appreciation. We log our hours and can choose at that time to be paid for them or not.

They only cover travel reimbursements, if feasible but no monetary payment for service.

Na

"No Budget"

Speaking on one program for parent volunteers: A clinical supervisor needs to identify a person to be a Parent Volunteer. Our Family Advisors who serve as "faculty", that is speak at new employee orientation, at nursing retreats, physician conferences, etc.

Did not answer yes

Travel, mileage and lodging reimbursements maybe requested or opted out from doing so.

There is no process that I know about

TCH does not offer any financial compensation to advisors. ACP AAFP and TCPI does

12. Would receiving compensation be problematic for you? In what way?

no

Because I work full time- sometimes small amounts of cash income push me into a higher tax bracket.

No

No

No, but I don't seek it.

I would not want it to increase my income and potentially change my ACA health insurance premium.

No.

People should be paid for their time

no

No. I believe that a person's experience is valuable information and that compensation should be given for their efforts.

No

No

Absolutely Not! If my efforts are of value, compensation is justified.

No...

No but if it was, I could weigh my options and decide if I wanted to decline the financial or material supports

No

This is an individual issue. No it is not problematic for me. It may be the difference between some people participati

No

Not really. However, it somehow wouldn't 'feel right'.

NO

Yes. I believe that being a volunteer lends to more credibility and objectivity in any role a volunteer provides to an r

No

no

It would not be a problem for me and it would certainly make a difference to people who don't have the same advan

No

13. Please share any additional thoughts on compensating Advisors with us here.

I work with hospitals in setting up PFACs and compensation is a local decision for them (118 hospitals). Some offer

For some fellow advisors- cash compensation can cause their income to be too high for subsidies they receive for f

I think compensation of travel mileage and some food is a help for many volunteers!

Any reasonable approach to defray expenses that would also broaden the membership diversity of our committees

I do agree that we might be more success recruiting diversity if we could offer a stipend. Maybe for those who are e

I think Advisors should be compensated. But I think what's really needed is paid staff support, at least half of a dedi

Our hospital is on 2 campuses, about 30 miles apart from each other. We just started our 3rd term for the FAC and

I think it is important so that we show that the work of the advisory council is valued. I also believe that compensati

When there is no compensation, only people who can "afford" it will participate. This will really cut down on the dive

So I am a paid parent advisor or an advisor on staff but I filled this out as it pertains to the rest of our volunteer PFA

Patients usually work for free. I think we should be paid for our services and better compensated for things like trav

I look on compensation as being for time spent, transportation or the need for lunch etc. For me personally, I will or

All Advisors do not function in the same capacity. There are advisors that view their contributions and service as a f

Other advisors may be similar to me

I feel that volunteering should never be a hardship for the advisor or their family. I know that there are times when a

Shame on health systems which expect Advisor service for free and shame on Advisors for allowing them to have a

I would like to see Medicaid have a billing code to pay for Patient Advisors; prior to that, I see a need to choose/des

Our Family Advisors who just attend one two hour meeting a month do not want any compensation (I've asked) but

For the hospital PFAC, I am fine on not being compensated financially. The meal and parking are great. For outside

It would be awkward be on a payroll as PFA considering national efforts to keeping healthcare affordable. During t

If they can't totally compensate- then why not hire parent/patient Advocate as employees

I am drafting articles about this topic

We did a survey recently and 70% of Advisors were over 50. I think that compensation is part of this skewing in the

When I attend meetings and work on projects for TCH I am the only team member who is not an employee and is n

PFAnetwork - Compensation Survey

sor?

Org./Team

patient advocate certification board
PCORI

Bronson Practice Advisory group

Heart Failure care pathway team
NKF-National Kidney Foundation
Telligen
Thedacare
Los Angeles Dept. of Health Service/Chairperson, PFC

Michigan Health and Hospital Association
CAPS

Eden Medical Center (Sutter Health Affiliate)

Central Indiana Continuum of Care Coalition

Health Quality Ontario
Lake Region Healthcare
TCPI/CMS

organization?

Yes
No
Unsure at this time

Stipend
Travel reimbursement
Organizational swag
Certificates
Transportation
Public acknowledgement/recognition
Meal Voucher
Stipend that is donated to a foundation or charity
NA
Other (please specify)

Other (Please Specify)

Part of my job
Sometimes Travel Reimbursement - not always
Funding through PCORI
Food served during monthly meeting
Parking at hospital
Mileage for out of town travel, we also get dinner with our mont
Dinner is provided at each meal
I am paid as an hourly employee
Child care
Snacks, beverag and occasional lunch
N/A
I am on staff as a Medical Case Worker - and have other duties
MHHA offers travel reimbursment. At Beaumont, typically not, t

Billable Hours

Parking and dinner

Salaried position

Meal and parking coupon and invites to parties

Only if we volunteer for 4 hours and it's 6.00

time.

Advisory efforts? If yes, what kind? Check all that :

Research Teams

Conferences

Presentations

PFA Panels

Technical Expert Panels

Quality/Process Improvement Projects

Organizational Committees

Measure Development

Healthcare Policy

N/A

Other (please specify)

Other (please specify)

Spotlight Review
Support Group leader
MHA Keystone board
I'm not sure what you are asking. Do you mean do I contribute?
I've participated in a couple of hospital-wide meetings, presenting
parent mentoring
Community outreach
Some of these things I do as (volunteer) President of my nonpro
patient groups, strategic plans
Community Public Health

Research Teams
Conferences
Presentations
PFA Panels
Technical Expert Panels
Quality/Process Improvement Projects
Organizational Committees
Measure Development
Healthcare Policy
N/A
Other (please specify)

Other (please specify)

sometimes
no
Hospital meetings
parent mentoring
None at all
The work my "item" does is a garbage bag of generalized job d
NO (maybe reduced registration fee at conference when I pres
no

Stipend
Travel reimbursement
Organizational swag
Certificates
Transportation

Public acknowledgement/recognition
Meal voucher
Stipend that is donated to a foundation or charity
NA
Other (please specify)

Other (please specify)

I am paid hourly
salary with benefits
Billable time
Admission to conferences, access to medical library

Yes
No
Unsure at this time
Other (please specify)

Other (please specify)

Not money, but as I said, at least water and maybe a snack at c
I would reimbursement available for advisors so I can decide w
My ideal job would be to be on salary at a medical school, co-te
When I serve as an advisor (not for my salaried job) I would ap
I have written a blog on compensation possibilities
It depends. If everyone else around the table is being paid or a

Yes
No
Unsure at this time

itional work for our department (we call them parent partners), ar

nteer with our Unit to guide the person through the complex Coi

cated person's responsibilities. The organizational work (and ot
have now combined the team as just one council for both camp

ull-time job because of their passion to help others. Then you h
dvisors will go without things they need in order to cover the cos

I do provide parking, dinner, year end accolades, certificates ar
imes of budget cuts, it would not be unreasonable for budget cu

Org./Team

pcori ambassador

Medical Centre development
AKF-American Kidney Foundation
Unity point
University of Wisconsin & VA Hospitals, Madison, WI
Private/Patient Experience Consultant

PPC

BFAC/Kepro

Regional Quality Table for the Toronto Central LHIN

ACP

63.64%
36.36%
0.00%

20.00%
40.00%
30.00%
6.67%
16.67%
26.67%
23.33%
0.00%
0.00%
63.33%

hly board meetings

s as well
ut as a member of the corporate quality board, I was giv

apply.

29.41%

64.71%

52.94%

32.35%

17.65%

50.00%

38.24%

8.82%

23.53%

8.82%

29.41%

to other than PFAC-related effort?
ng the family side

ofit

21.43%
39.29%
25.00%
10.71%
7.14%
14.29%
7.14%
0.00%
7.14%
21.43%
28.57%

uties, mostly administrative
ent)

29.17%
58.33%
12.50%
16.67%
16.67%

12.50%
25.00%
0.00%
20.83%
16.67%

51.85%
11.11%
14.81%
22.22%

dinner.
then I take reimbursement.
reaching empathy in terms of issues that medically fragile
appreciate financial support to travel to the meetings. If the
advancing their careers it is not equitable.

33.33%
39.39%
27.27%

re contracted employees. Those parents are paid hourly

unity process. To earn the stipend, the volunteer must w

ner jobs) advisors do should be done by staff. A staff per
uses. However, this does require more traveling for som

ave those that are novice at it. It may be something to dc
st of participating as advisors. Also, advisors should not

rd public thanks. Those who spend significant periods of
itters to consider PFAs as nonessential personnel and th

Org./Team

american medical writers education board

CDC-Chronic Disease Coalition

IHI, Boston, MA

NQF / NCQA

Atom Alliance Regional Advisory Committee

eHealth

AAFP

people experience, toward eliminating contribution to the trauma and providing resources to alleviate the p

r. (They are on advisory councils as well.) We also have four parents who are regular employees and serve

work a minimum of 2 hours in a day, for which they are compensated \$15/day. There is awareness that the

son knows far more about the organization and bring other resources to aid the PFAC's work. PFA should be made to help the people. In addition, I have done outside projects for the FAC and beyond, which does require traveling to

to pass time or just a hobby. I think compensation should be based like a work ethic incentive.

be made to guilty because they could use some form of compensation. We need to remember, volunteers v

time (40 hours during a LEAN Rapid Improvement Event) should be compensated just like the employees :

hereby lay them off or fire them. So there goes Patient Centered Care and the role of PFAs paly along strat



stipend could affect the volunteer's government benefits (food stamps, Medicaid), so the volunteer controls

the other campus. It would certainly be nice to receive some compensation for this lengthy travel.

will keep giving even when it is a hardship. Volunteers are some of the most caring people I know and so it
they are working with. Call it a stipend or honorarium or whatever you want. Give a gift card but their time a
egic efforts to improve patient experiences? Awkward! I am from "old school" volunteers who feel that vol



unteering is not a job; that by volunteering, one is "giving back" to the organization (charity) as if one's time



and talents are considered a service-in-kind donation. There is a certain sense that philanthropy is tied to



› volunteerism, which is a value in itself.